



Contract Award Notification

Title	: Group 76304 – Microsoft Premier Support Classification Code(s): 43
Award Number	: 23082 (Replaces Award 65963)
Contract Period	: January 1, 2018 through December 31, 2022
Bid Opening Date	: January 1, 2018
Date of Issue	: January 1, 2018 (revised August 20, 2021)
Specification Reference	: As Incorporated In The Contract
Contractor Information	: Appears on Page 2 of this Award

Address Inquiries To:

State Agencies & Vendors	Political Subdivisions & Others
Name : Katherine Dias Title : Contract Management Specialist Phone : 518-473-8537 E-mail : OGS.sm.PS.Microsoft@ogs.ny.gov	Procurement Services Customer Services Phone : 518-474-6717 E-mail : customer.services@ogs.ny.gov

**Procurement Services values your input.
Complete and return "Contract Performance Report" at end of document.**

Description

This contract is for Microsoft Premier Support and other Microsoft Premier services only. The following are expressly excluded from the scope of this Centralized Contract:

Software licenses or acquisition, On-line Subscriptions, Hardware, Consulting Services, which includes Deliverable and Hourly-based, Technical Support Services that are not Premier Support Services, Supplies, Development or customization work that are not Premier Support Services, and Systems or projects that are not Premier Support Services.

This Award has 0% MBE, 0% WBE and 0% SDVOB goal requirements.

PR # 23082

NOTE: See individual contract items to determine actual awardees.

<u>CONTRACT #</u>	<u>CONTRACTOR & ADDRESS</u>	<u>TELEPHONE #</u>	<u>FED.IDENT.# / NYS VENDOR#</u>
PS67930	Microsoft Corporation		91-1144442/ 100009764
	Phil Clark, Support Solution Specialist 11 Times Square 9 th Floor New York, NY 10036 E-Mail: phillip.clark@microsoft.com	585-626-0963	
	Marcos Haddad, Contracts Manager 12012 Sunset Hills Road Reston, VA, 20190 E-mail: mahaddad@microsoft.com	703-673-7878	

Cash Discount, If Shown, Should be Given Special Attention.

INVOICES MUST BE SENT DIRECTLY TO THE ORDERING AGENCY FOR PAYMENT.
(See "Contract Payments" and "Electronic Payments" in this document.)

AGENCIES SHOULD NOTIFY NEW YORK STATE PROCUREMENT SERVICES PROMPTLY IF THE CONTRACTOR FAILS TO MEET DELIVERY OR OTHER TERMS OF THIS CONTRACT. PRODUCTS OR SERVICES WHICH DO NOT COMPLY WITH THE SPECIFICATIONS OR ARE OTHERWISE UNSATISFACTORY TO THE AGENCY SHOULD ALSO BE REPORTED TO PROCUREMENT SERVICES.

SMALL, MINORITY AND WOMEN-OWNED BUSINESSES:

The letters SB listed under the Contract Number indicate the contractor is a NYS small business. Additionally, the letters MBE and WBE indicate the contractor is a Minority-owned Business Enterprise and/or Woman-owned Business Enterprise.

RECYCLED, REMANUFACTURED AND ENERGY EFFICIENT PRODUCTS:

Procurement Services supports and encourages the purchase of recycled, remanufactured, energy efficient and "energy star" products. If one of the following codes appears as a suffix in the Award Number or is noted under the individual Contract Number(s) in this Contract Award Notification, please look at the individual awarded items for more information on products meeting the suffix description.

RS, RP, RA	Recycled
RM	Remanufactured
SW	Solid Waste Impact
EE	Energy Efficient
E*	EPA Energy Star
ES	Environmentally Sensitive

NOTE TO AUTHORIZED USERS:

When placing purchase orders under the contract(s), the authorized user should be familiar with and follow the terms and conditions governing its use which usually appears at the end of this document. The authorized user is accountable and responsible for compliance with the requirements of public procurement processes. The authorized user must periodically sample the results of its procurements to determine its compliance. In sampling its procurements, an authorized user should test for reasonableness of results to ensure that such results can withstand public scrutiny.

The authorized user, when purchasing from OGS contracts, should hold the contractor accountable for contract compliance and meeting the contract terms, conditions, specifications, and other requirements.

Also, in recognition of market fluctuations over time, authorized users are encouraged to seek improved pricing whenever possible.

Authorized users have the responsibility to document purchases, particularly when using OGS multiple award contracts for the same or similar product(s)/service(s), which should include:

- a statement of need and associated requirements,
- a summary of the contract alternatives considered for the purchase,
- the reason(s) supporting the resulting purchase (e.g., show the basis for the selection among multiple contracts at the time of purchase was the most practical and economical alternative and was in the best interests of the State).

PRICE:

Contact the appropriate division of Microsoft Corp. for pricing, or download pricing from the NYS Office of General Services web site: www.ogs.ny.gov, or see the pricing in the attached agreements

REQUEST FOR CHANGE:

Any request by the agency or contractor regarding changes in any part of the contract must be made in writing to the Office of General Services, New York State Procurement prior to effectuation.

CONTRACT PAYMENTS:

Payments cannot be processed by State facilities until the contract products have been delivered in satisfactory condition or services have been satisfactorily performed. Payment will be based on any invoice used in the supplier's normal course of business. However, such invoice must contain sufficient data including but not limited to contract number, description of product or service, quantity, unit and price per unit as well as federal identification number.

State facilities are required to forward properly completed vouchers to the Office of the State Comptroller for audit and payment. All facilities are urged to process every completed voucher expeditiously giving particular attention to those involving cash discounts for prompt payment.

If the contract terms indicate political subdivisions and others authorized by law are allowed to participate, those entities are required to make payments directly to the contractor. Prior to processing such payment, the contractor may be required to complete the ordering non-State agency's own voucher form.

See "Contract Billings" in Appendix B, OGS General Specifications.

NEW YORK STATE VENDOR RESPONSIBILITY QUESTIONNAIRE FOR-PROFIT BUSINESS ENTITY:

Contractor is encouraged to maintain up-to-date Questionnaire during the life of the contract and is also required to ensure this Questionnaire reflects any substantive issues that may have occurred from the time the Contract was initially awarded.

MICROSOFT PREMIER SUPPORT SERVICES PROCESS:

An Authorized User acquires services under this Centralized Contract by executing the Premier Support Services Description, and the Premier Support Fee and Named Contacts, set forth in Appendix D. If it elects to acquire additional offerings, it would also execute the appropriate exhibit(s), set forth in Appendix D.

The Parties agree that an Authorized User may establish sub-schedules or other mutually agreed upon documents to facilitate the transfer of service hours among a designated group of

Authorized Users, such as all Executive Agencies or a subset of Executive Agencies. If this option is selected, the Authorized User shall designate in writing the employee(s) authorized to approve such transfers of service hours.

**State of New York
Office of General Services
NEW YORK STATE PROCUREMENT SERVICES
Contract Performance Report**

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve our contract award, where appropriate. **Comments should include those of the product's end user.**

Contract No.: _____ **Contractor:** _____

Describe Product* Provided (Include Item No., if available): _____

***Note:** "Product" is defined as a deliverable under any Bid or Contract, which may include commodities (including printing), services and/or technology. The term "Product" includes Licensed Software.

	Excellent	Good	Acceptable	Unacceptable
• Product meets your needs				
• Product meets contract specifications				
• Pricing				

CONTRACTOR

	Excellent	Good	Acceptable	Unacceptable
• Timeliness of delivery				
• Completeness of order (fill rate)				
• Responsiveness to inquiries				
• Employee courtesy				
• Problem resolution				

Comments: _____

_____ (over)

Agency: _____ Prepared by: _____

Address: _____ Title: _____

_____ Date: _____

_____ Phone: _____

_____ E-mail: _____

Please detach and email a copy of this document to: customerservice@ogs.ny.gov or mail to:

NEW YORK STATE OFFICE OF GENERAL SERVICES
PROCUREMENT SERVICES
Award 23082, 38th Floor
Corning Tower - Empire State Plaza
Albany, New York 12242